Appendix A
Accessing TARGET 2000

Introduction:
Because we are transmitting private client data, the security of the TARGET system is very important. As such, access to TARGET 2000 is very restricted and several safeguards must be passed before you can use the system. This booklet is designed to guide you through the process gaining access to TARGET 2000. To break down what can seem to be a daunting task into more manageable portions, this booklet is divided into the following sections. If you wish, you can use this guide as a checklist, marking off the steps as you proceed through the sections.

Section I

Getting Started

Before we get started take a minute to make sure that you have everything set up. A few moments spent now will save you headaches later on.

Your computer should at least meet these minimum requirements:
    450MHz Processor
    128 Megabytes of RAM
    5 Megabytes of free space on the hard drive
    Internet Explorer version 5.5 with Service Pack 1 or above
    Internet access
    CD ROM drive
    Universal Serial Bus (USB) port
    Windows 98 or above

Fax TARGET Agency Registration Form:

Fax the **Agency Registration** form to DASA stating that you should be given access to TARGET 2000. This form needs to be signed by your agency director. The fax number for DASA is **360-438-8078**. A copy of the Agency Registration form is included in Section VII for your convenience.

DASA will fax you confirmation that your Agency Registration form was received. The **Agency User Notification** sent to you will include:

- TARGET user id
- TARGET password
- TARGET service code (for adding a service at Transact WA)

Please keep this form, as you will need this information in Section IV, Registering at Transact Washington. You may continue the application process in Section II before receiving your Agency User Notification form.

This document contains information needed to guide you through the accessing Target 2000 process. Although it may appear intimidating, the process is manageable when approached in a step-by-step manner. You do not need to complete all of these sections in one sitting, but it is best to complete each section that you start.

See Section VI, Frequently Asked Questions for a list of numbers to contact if, or when you have questions.

Section II

Applying for Your Digital Certificate

On-Line Application

1. Connect to the internet and go to the Transact Washington website located at:
   http://transact.wa.gov

2. Click on **Get Digital Certificate** on the left side of the page. This will open up a new browser window displaying Digital Signature Trust (DST) web pages.

3. Follow the instructions on the Digital Signature Trust web site to complete the on-line portion of your application.

Because DST can change this part of the application process, step-by-step instructions are not given here – follow their screen prompts and use the following guidelines:

- Select a **High-level** assurance certificate.

- Select a "**USB Token and Extension Cable**" as the certificate type.

- Use a valid e-mail account, as DST will be e-mailing you information about your application.

- Use a valid mailing address, as DST will be mailing information there.

- Be sure to mail in the completed **Notary Form** along with a copy of your identification to the address listed on the form. For your convenience a copy of this form is included in Section VII of this document. DST will not complete processing your application until this notarized form is received.

What you can Expect to Receive

You will receive e-mail from DST confirming that your application request is being processed. You will receive another e-mail when your request has been reviewed and approved. Next, DST will mail you a **Welcome Kit**, which contains:

- A USB Token and cable for connection to your computer's USB port.

- Software for installing the DataKey CIP programs and drivers.

- An installation guide is included for printing on the CD.

- A cover page with account and passphrase information, which you will need for retrieving your certificates in the next section.

Section III

Token / Certificate Setup

Print out and follow the Installation Guide:

This guide is located on the CD sent to you from Digital Signature Trust and covers how to:

1. Install the DataKey software – to your PC's hard drive
2. Install the Token – connects to your PC, loads USB reader drivers
3. Configure the Token – by running the DataKey CIP software
4. Retrieving Digital Certificates – on-line process, places certificates on token
5. Preparing the Certificates for use – part of the on-line process
6. Downloading the Root Chain – installs device drivers to your PC's hard drive

If you do not have the CD or have questions on a portion of this process you can call Digital Signature Trust at **(888) 248-4447**.

Please note: there are two passphrases to remember: the original DST passphrase (given while applying on-line), and the Token's passphrase (which allows access to the certificates on the token).

You will probably be prompted to change your Token passphrase at some point during this process. Remember both the original DST and the new Token passphrase.

You will need the Token passphrase each time you log into Target 2000 and you will need the original DST passphrase if you have problems with the token and need to talk to the DST help desk.
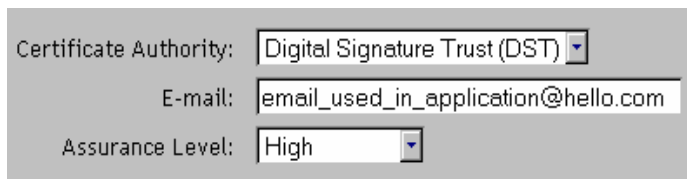
Make sure that you follow all of their instructions step by step. Failure to follow all of the instructions will affect your ability to access Target 2000.

Section IV

Registering at Transact Washington

Registering your Certificate

1. **Plug in your token** whenever going to Transact Washington. Tokens should be taken with employees when they are not using the Target 2000 program.

2. Connect to the Internet and open up Internet Explorer.

3. In the address bar of your browser type: http://transact.wa.gov/ and press the Enter key.

4. Click on **Register My Certificate** on the left side of the web page.

5. Select **Digital Signature Trust**.

6. Enter the same e-mail address that you used in your application to Digital Signature Trust

7. Select **High** assurance level.

8. Click **Continue**.

9. On the next page click on **register this cert**.

> Certificate Authority: Digital Signature Trust (DST)
> E-mail: email_used_in_application@hello.com
> Assurance Level: High

10. Once this has been processed you will see a page that states that your certificate has been successfully added to the user registry.

Adding TARGET as a Service

11. Click on the **myTransact Account** link located on the left side of the web page.

12. Click on the **Add a service** link.

13. In the Service Code box enter the TARGET 2000 service code that was sent to you by DASA on the User Notification Form.

14. Click **Continue**.

15. Fill in the required fields.

    It is important that the name and e-mail fields be the same as you had listed in your application to Digital Signature Trust

    The TARGET User ID is your Target User ID supplied to you by DASA on the User Notification form (this is not your password).

16. Click on the **Submit** button when you are done.

Your request to add TARGET 2000 as a service will be reviewed within 48 hours, but turnaround time is usually faster. Once your request has been approved you will be able to click on the **DSHSDASA-TARGET2000** link on the myTransact page.

Section V

Logging Into TARGET2000

1. Plug your token into your computer's USB port.

2. Connect to the Internet and go to http://transact.wa.gov/

3. Click on the **myTransact** link.

4. Click [OK] at the Client Authentication window.

5. You will be prompted to enter your token passphrase. Enter the passphrase and click [OK]

6. Click on the link to **DSHSDASA-TARGET 2000**.

7. Enter your TARGET User ID and TARGET password. This is originally provided to you in the User Notification form. Click [Enter]

8. If you have access to more than one agency then you will need to select an agency. You will only see those agencies that you have been authorized to access through the Agency Registration form.

Congratulations, you are now logged into TARGET 2000!

Just follow the steps in this section whenever you want to access TARGET 2000.

Section VI

Frequently Asked Questions

How do I know what version of Internet Explorer I have?

Open up your Internet Explorer. Click on Help. Click on About Internet Explorer. The Version number should be at least version 5.5 with an Update version of at least Service Pack 1 (SP1).

How do I obtain a newer version of Internet Explorer?

If your browser is not at least version 5.5 you can download a free upgrade from www.microsoft.com. Contact your local technical support if you are having trouble with the installation. Please note that this is a large file and depending on the speed of your connection could take some time.

My USB port is not working.

- Make sure the USB Token and/or cable is securely plugged into the computer.

- Microsoft NT 4.00 may need service patch 6 in order to recognize the USB ports properly. This can be downloaded from www.microsoft.com.

- Check in the System Properties box by clicking on Start/ Settings/ Control Panel. Double-click on the System icon. Click on the Device Manager tab. Check to make sure that your Universal Serial Bus controllers are displayed (and no X's or question marks by them).

- Contact your agency's technical support staff.

Why was my application to Digital Signature Trust refused?

Your application may have been refused for a variety of reasons. Here are a couple of the more common reasons that we have encountered:

- Make sure that you use the same identification when applying for your certificate online as you do when filling out the Notary Form.

- Make sure that you have mailed in the Notary form.

Why was my application to add Target as a service refused?

Most commonly it is because either the TARGET Agency Registration Form has not been faxed in to DASA or that the user id has been entered incorrectly. A copy of the Agency Registration form can be found in Section VII. Your user id can be found on the User Notification form that DASA has faxed back to you. Contact the Target Help Desk if you have any questions.

How many people can use a digital certificate?

Each person is issued his or her own digital certificate. Only one person can use a single digital certificate. Do not share.

How do I pay for a digital certificate?

Each agency is responsible for the cost of certificates. You can use a credit card or contact DST to arrange a for a purchase order. It is recommended that at least two people in your agency have certificates so that you have a backup in case the primary data entry operator is out.

We have several computers; do we need to go through this entire process for each one?

- You would need to go through the entire process once for each **person** that will be accessing TARGET2000.

- You will need to install the Token Manager software and Root Chain Certificate for each **computer** that will be accessing TARGET2000. Remember to also copy the certificate from the token to the computer (Copy to System button in the token software)

Now that I have access to TARGET, how do I use it?

If you or some of your staff would like to attend a training session please contact the Target Help desk at 888-461-8898 or look in a recent Target Update to find the training sessions being held in your area.

How do I create a shortcut to TARGET?

You can create a shortcut by first navigating to http://transact.wa.gov. Click on File, Send, Shortcut to Desktop. This will place a shortcut to the Transact Washington website on your desktop.

You can also click on Favorites, Add to Favorites to add Transact to your list of favorites.

Note: It is important that you go to this first page of the Transact site. Trying to shortcut to any other page will cause sporadic problems when you are trying to enter information.

What do I do when one of my data entry personnel leaves the agency?

Fax an Agency Registration form to DASA indicating that this person should no longer have access to your agency's data. We will inactivate their access to Target 2000. Since the token is registered in their name, they should keep their token.

I have questions. Whom do I contact?

There are several sources that would be glad to assist you.

▪ Problems with the digital certificate, Token Manager software or DST website	**Digital Signature Trust** **1-888-248-4447**
▪ Questions about the application process, Transact, Target or other general questions	**DASA TARGET Help Desk** **1-888-461-8898**
▪ Problems with setting up your computer	**Contact your agency's technical support personnel**

<u>Section VII</u>

Forms

<u>Explanation of the forms in this section:</u>

- **Notary form**

   This form is used in the initial application for a digital certificate.

- **Agency Registration form**

   Use this form to request access to Target. You will also need this form to change access rights. When an employee with access to Target leaves your agency, it is important to use this form to revoke their access to your agency's data. Please note that this form needs to be signed by your agency's director.

It is recommended that you make copies of these forms and keep the originals to use as a template.

DIGITALSIGNATURETRUST ℠
an Identrus℠ Company

**INSTRUCTIONS FOR STATE OF WASHINGTON PKI
HIGH ASSURANCE LEVEL CERTIFICATE**

Thank you for choosing Digital Signature Trust, LLC ("DST") to issue you a High Assurance Level Certificate for use in the State of Washington Public Key Infrastructure ("State of Washington PKI").

High Assurance certificates are issued when a Subscriber desires or a Relying Party requires a higher level of in-person authentication than what is provided by Intermediate or Standard Assurance Level Certificates. (A High Assurance certificate can also be used where an Intermediate or Standard Certificate is needed).

To complete the enrollment portion for your High Assurance Level Certificate, you must complete the following steps:

1. Take the attached Identification Form and Acknowledgment ("ID Form") **to a licensed Notary Public** (most banks have notaries on staff);

2. Present the Notary with:
    (a)   the ID Form, and
    (b)   the current **state--issued ID card or drivers license <u>that you reported to DST</u> on the application screen,** and
    (c)   a **second form of identification,** which may be a <u>valid</u> passport, military ID, college or university photo ID, an alien registration card, a major credit card, an employee photo ID card containing your employer's name and address, your social security card, or a recent utility bill (with your name and address that must match the address you reported on the application screen);

3. Sign the ID Form **in the presence of the Notary**;

4. Have the Notary verify your identity by (a) reviewing and recording on the ID Form the information from your two forms of ID, and (b) attaching photocopies of your two forms of ID to the the ID Form;

5. Make sure the Notary has (a) properly notarized your signature, (b) affixed his or her raised seal or colored ink stamp, (c) included all pertinent information from your two forms of ID, (d) attached a copy of each ID, and (e) filled in his or her employer information; and

6. **Make and keep a copy of the notarized ID Form and send the originals**
    by mail to: **by courier to:**

    State of Washington PKI   *State of Washington PKI*
    c/o Digital Signature Trust, LLC   c/o Digital Signature Trust, LLC
    P.O. Box 22930   255 North Admiral Byrd Road
    Salt Lake City UT 84122-0930   Salt Lake City UT 84116-3703

Identification Form and Acknowledgement

State of Washington PKI – High Assurance Level Certificate

You, the undersigned applicant ("Applicant"), have applied for a State of Washington High Assurance Level Certificate (the "Certificate"). Applicant should already have accepted the online Agreement for High Assurance Level Certificate ("Subscriber Agreement"). By signing below, Applicant further represents, warrants and attests that all facts and information provided by Applicant to DST during the application process are current, complete, true and not misleading. Applicant also represents, warrants and agrees that Applicant:

a) is applying for issuance of a High Assurance Level Certificate;

b) is who Applicant represents himself or herself to be; and

c) has read, understands, and agrees to be bound by all of the terms and conditions of the Subscriber Agreement and the other documents referenced therein, including all responsibilities associated with being the Subscriber of a Certificate.

Print Name: _____

(First Name, Middle Initial, Last Name)

E-mail Address: _____

Signature: _____

(Sign Only In The Presence Of Notary)

State of _____

County of _____

I hereby certify that on this ___ day of _____, 200__, personally appeared before me the signer and subject of the above form, who signed or attested the same in my presence, and presented the following two forms of ID as proof of his or her identity, BOTH OF WHICH I HAVE PHOTOCOPIED AND AFFIXED TO THIS FORM:

1. _____ _____ _____ _____

   Exact Name Listed on State ID   Serial Number of State ID   Expiration   ID Type (e.g., Wash. DL)

2. _____ _____ _____ _____

   Exact Name on other ID   Serial/Account Number   Expiration   ID Type*

*Valid passport, military or college ID, alien registration, major credit card, employee badge, social security card, or recent utility bill.

Notary Public_____

Residing in: _____

My Commission Expires: _____

_____

Name of Organization Employing Notary

_____

Street Address, City, State, Zip Code

Space Reserved for Notary Seal

TARGET 2000

Agency Registration

Agency Name (or County if county staff)

Fax#

a) Name [Last, First, Middle Initial]		b) Agency #'s or County
c) User status	**d) Select User type(s)**	
☐ New User	☐ TARGET- Data Entry ☐ SPAR – Data Entry	
☐ Remove User	☐ TARGET – Reports ☐ SPAR – View Only	
☐ Change User Type	☐ TARGET – ADATSA	
☐ Add Agencies for User	☐ Treatment Analyzer	
e) Phone number	**f) E-mail address**	

a) Name [Last, First, Middle Initial]		b) Agency #'s or County
c) User status	**d) Select User type(s)**	
☐ New User	☐ TARGET- Data Entry ☐ SPAR – Data Entry	
☐ Remove User	☐ TARGET – Reports ☐ SPAR – View Only	
☐ Change User Type	☐ TARGET – ADATSA	
☐ Add Agencies for User	☐ Treatment Analyzer	
e) Phone number	**f) E-mail address**	

a) Name [Last, First, Middle Initial]		b) Agency #'s or County
c) User status	**d) Select User type(s)**	
☐ New User	☐ TARGET- Data Entry ☐ SPAR – Data Entry	
☐ Remove User	☐ TARGET – Reports ☐ SPAR – View Only	
☐ Change User Type	☐ TARGET – ADATSA	
☐ Add Agencies for User	☐ Treatment Analyzer	
e) Phone number	**f) E-mail address**	

The **Agency Director** or the **County Alcohol and Drug Coordinator** must sign this form. This is an agreement with the Division of Alcohol and Substance Abuse to store and manage the confidential alcohol and drug treatment data submitted to the *TARGET2000* system.

Name (please print)   **Signature**   **Date**

Please Mail to: DASA TARGET2000 Helpdesk, PO Box 45330, Olympia WA. 98504-5330 or Fax to **(360) 438-8078**.

Agency Registration

The Target 2000 Agency Registration Form is used to manage access and user rights on the Target 2000 system. Each person that wishes to use Target 2000 must complete this form and have it signed by either their agency director or county Alcohol and Drug Coordinator. Fax or mail the form to DASA at the address listed on the first page.

This form is also used to request that a user's access to Target be revoked if the user changes positions or leaves the employment of the agency or county.

Once the form has been received DASA will fax you a User Notification form containing your Target user ID and password or notification of the change or removal of user access rights.

b) Agency #s or County
Agency Number: If the user works at a treatment agency, enter the Greenbook number for the agency or agencies for which access is to be given.
County: If the user works for the county, enter the name of the appropriate county.

c) User Status Definitions:
New User – Select this option for new users to Target
Remove User – Remove access for selected user
Change User Type – Add or change user rights
Add Agencies for User – Add access to more agencies for selected user

d) User Type Definitions:
TARGET Data Entry – Able to input data and run reports
TARGET Reports – Reports only, no data entry
TARGET ADATSA – Able to enter ADATSA assessments or admissions
Treatment Analyzer – Report generating program
SPAR – (Spending Plan Activity Reporting) County Users will be able to electronically submit County Spending Plans and Quarterly Reports.

e & f) Phone number and E-mail address
This information is only required if requesting access to DASA Treatment Analyzer

Target address: http://transact.wa.gov

Treatment Analyzer address: www.dasa-ta.com

Please contact the Target Help Desk at **888-461-8898** if you have any questions.